

Indiana Arts Commission
Regional Partnership Initiative – Policy Manual – Appendix G
Technical Assistance Service Standards

1. Definition: “Technical assistance” means those activities designed to increase the knowledge, skills, and capacities of artists and arts providers.
 2. Goal: The technical assistance services provided by the Regional Arts Partner seek to ensure that a variety of quality technical assistance services is regularly available to artists and arts providers throughout the region.
 3. Standards: The technical assistance service standards are organized into the following categories:
 - 1) Planning
 - 2) Resources
 - 3) Delivery
 - 4) Communication
 - 5) Record keepingEach standard has a priority level assigned based on the standard’s impact on service delivery to constituents and performance as a Regional Arts Partner.
Priority 1: Regional Arts Partner must satisfy this standard.
Priority 2: Regional Arts Partner should satisfy this standard.
Priority 3: Regional Arts Partner may address this standard.
1. Planning.
 - A. The RAP conducts a systematic assessment of the technical assistance needs of artists and arts providers within the region. Priority 1
 - B. An inventory of technical assistance services offered by other organizations is maintained. Priority 2
 - C. The RAP is familiar with various models of technical assistance services. Priority 2
 - D. Service requests are analyzed to identify trends and gaps in services. Priority 3
 - E. The effectiveness of services provided is regularly evaluated utilizing a variety of methods including consumer feedback. Priority 2.
 - F. Evaluation results are utilized to modify and improve technical assistance services. Priority 2.
 - G. All services are available to people with disabilities. Priority 1.
 2. Resources.
 - A. An individual has been designated to manage this service. Priority 1.
 - B. All personnel who manage and deliver TA services have appropriate education, skills, and/or specialized training in content and instructional methods. Priority 1.

3. Delivery.
 - A. The RAP collaborates with other organizations to make available a wide range of arts-related technical assistance services. Priority 2.
 - B. The RAP offers or arranges for the provision of a range of technical assistance topics based on needs identified in the cultural assessment. Priority 2
 - C. A variety of service delivery methods are used. Priority 2.
 - D. Both individual and group services are offered. Priority 1.
4. Communication.
 - A. A variety of methods are used to widely publicize the availability of services. Priority 2.
 - B. Specific efforts are made to inform artists and other arts providers from under-served populations. Priority 2.
5. Record Keeping.
 - A. Data about services delivered is maintained including as needed:
 - 1) date of contact
 - 2) name, address, telephone #
 - 3) category of contact
 - 4) purpose of contact
 - 5) assessed need; and
 - 6) disposition/action taken. Priority 1.